



Welcome to the Coronary Intensive Care Unit (CCU) Waiting Area

The CCU reception desk is staffed by Guest Services volunteer personnel as available during the day Monday-Friday. Other Guest Services staff members make rounds through our Heart Institute waiting areas 24 hours a day. They are available to assist you with visitation in CCU and to answer questions you may have.

When the desk is unattended, please pick up the beige telephone before coming to visit a patient. Our staff will assist you.

Visiting in CCU

When patients are admitted to the CCU, there are many things the nursing staff must do to take care of immediate needs. Care Partners and family members will be called in to visit as soon as possible.

We ask that you wash your hands before and after each visit to protect you and your loved one.

Because of the nature of the illness, your loved one may require the use of various pieces of medical equipment in the room to assist in treatment. He or she also may require numerous medications and intravenous drips that can affect heart rate and blood pressure. One of the goals of the critical care team is to decrease the support needed from these devices and medications.

The plan of care for our patients is based on their needs and is different for everyone. Our healthcare team will work with your loved one to increase physical activity as he or she is able. Periods of rest are extremely important for recovery.

One of our primary goals is to control your loved one's pain. Medications are available to ease pain as much as possible. We also ask you to let us know if there is anything you feel you could do to help your loved one to be more comfortable.

Your loved one may receive pain medication and sedation as part of treatment. The presence of family, the sensation of touch and the sound of familiar voices are very important in the care of your loved one. However, talking to and touching the patient also may interfere with the effects of the pain and sedation medications. We ask that you be mindful of this possibility during your visit. As we move through the process, our nurses will help guide you as to what is best for the patient.

Please know that your loved one is being looked after both visually and by our monitors. We are committed to providing excellent care for our patients, and we round on them very frequently. The nurse may be with another patient when you arrive at the bedside and will return shortly. During the shift, the nurse also will need to step away from the bedside to enter important information into the computer.

If the curtain in the room is closed, to respect patient privacy please wait outside the room and let staff in the area know you are present. If necessary, we may ask that you return to the waiting area. We will call you back as soon as possible.

We want you to understand and to be a part of our plan of care. We are happy to answer any questions you may have. Our mission is to provide the very best care for your loved one and for you!

The CCU Team